

Customer Service Report for Helix



For the period: Sunday, July 01, 2007 12:00:00 AM to Tuesday, July 31, 2007 11:59:59 PM

Snapshot Date: 8/1/2007 6:12:03 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	To Close
Accounts											
Access/Login	4	0	0	0	0	0	0	4	0	0	9
Account Lockout	1	0	0	0	0	0	0	1	0	0	10
Deactivate/Close	0	0	0	9	1	0	0	8	0	0	3
General Info	2	0	0	0	0	0	0	2	0	0	15
Password Reset	4	0	0	20	0	0	0	23	0	1	5
Register/Open	1	0	0	13	0	0	0	14	0	0	12
Application Support											
General Info	1	0	0	0	0	0	0	0	0	1	4
CIT Categories											
Web Site Issue	1	0	0	0	0	0	0	0	0	1	21
Email											
Dir Suppt/Email Fwdng	1	0	0	0	0	0	0	1	0	0	15
Helix Pine Mail	2	0	0	0	0	0	0	1	0	1	6
Helix Support											
Apps/Other	6	0	0	1	0	0	0	5	0	2	6
Info/Biowulf	2	0	0	0	0	0	0	1	0	1	20
Info/General	10	0	0	1	0	0	0	7	0	4	6
Grand Total:	35	0	0	44	1	0	0	67	0	11	7

Total Tickets Closed: 78

Total Tickets Assigned/Pending/Checked Out: 1

Total Tickets Created: 79